



CASE STUDY

InQuicker
A Stericycle Product

25,000 DIGNITY HEALTH PATIENTS UTILIZE INQUICKER
TO ACCESS CARE DURING 10-MONTH PERIOD,
52% OF WHOM REPORT BEING NEW TO THE SYSTEM



Dignity Health[™]

Dignity Health, one of the largest health systems in the United States needed a system-wide scalable solution that improved patient access and easily integrated into their practice management and CRM.



The Challenge

Dignity Health, one of the largest health systems in the U.S., was looking for an online scheduling solution that:

- Improved patient access to high-quality healthcare
- Allowed for system-wide scaling across multiple service lines
- Easily integrated into existing practice management and CRM infrastructures
- Included both online and mobile functionality

The health system sought such a solution as a means for addressing two primary business challenges:

1. Potential patients had no way of knowing how long they'd wait at a Dignity Health ER or walk-in clinic. This made the system's facilities vulnerable to competition.
2. Both industry and in-house research showed that patients were looking for access to online tools that could help make the care experience more convenient. Dignity Health knew it needed to address this need to support patient acquisition and satisfaction.

"The positive results experienced by this partner are common across our book of business. Our solutions are designed to support provider strategies around patient acquisition, satisfaction, and retention – and they do so, again and again."

Kurt Essenmacher, Vice President of Automated Solutions



To learn more, visit

866.783.9820.

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RESULTS

Dignity Health's results in the first year were strong.

Between June 2013 and May 2014, they saw:



1

8,300
InQuicker urgent care services



2

950
InQuicker doctor's office visits



3

17,100
InQuicker emergency department services

The Solution

Dignity Health engaged InQuicker to implement its online self-scheduling solution in more than 55 locations in California, Arizona, and Nevada. The health system began by introducing InQuicker in its ERs and urgent care centers. Soon after, the effort was expanded to include physician practices and several ancillary service lines.

"The simplicity of InQuicker, coupled with its scalability was key," said Scott Carswell, Senior Vice President of Corporate Strategy and Integrated Delivery Network Development for Dignity Health.

Because Dignity Health wanted its new scheduling solution in place as soon as possible, and in so many of its facilities, a best practice-based implementation plan and consistent communication between InQuicker and Dignity Health's IT, marketing, and clinical teams was critical. Understanding this, InQuicker came to Lean Project Manager Dilan Good and his team at Dignity Health with a wide array of resources, including on-site implementation and training support, marketing materials and guidance, and a real-time analytics console that provided valuable insights into patient demographic and volume data.

"I thought the technical element would be more complicated than it was. Going live was smooth. We also found the InQuicker console helpful in terms of providing all the different user data points – from schedule management to patient satisfaction survey responses and volume data – in a way that is accessible and useful." patient satisfaction survey responses and volume data – in a way that is accessible and useful."

Dilan Good, Project Manager for Dignity Health



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HIGHLIGHTS

Of the patients who used InQuicker,



self identified as being **“new”** to the Dignity Health facility

“Quality care delivered with compassion and kindness is at the core of Dignity Health. We saw an increase in patient satisfaction by allowing patients to wait from home instead of in the waiting room.”

Scott Carswell, Senior Vice President of Corporate Strategy & Integrated Delivery Network Development for Dignity Health

The Outcome

Because of the measurable success that came with having InQuicker in its ERs and urgent care centers, Dignity Health decided to look for new ways to utilize the solution, including implementing InQuicker in physician practices and several outpatient areas.

“We are working on how to use the InQuicker tool in order to retain patients who present [in the ER] without a primary care physician. We also want to use it for outpatient scheduling as a way to increase access to these services,” said Gary Spaugh, former Vice President of Strategic Market Development. “InQuicker is key to our plans to provide coordinated care for all that our patients need. It’s an elegant, simple system that is helping Dignity Health move into the future of healthcare.”

Patient-submitted, anonymous feedback reinforces InQuicker user satisfaction:

- *“Best experience ever in an ER; prompt, patient and professional.”*
- *“Timely and efficient, cordial and courteous. In and out in 45 minutes.”*
- *“Seen quickly upon arrival and by the doctor after only 20 minutes in the patient room.”*



**Want to discover how InQuicker can benefit your organization?
Visit us today at StericycleCommunications.com!**

About Stericycle Communication Solutions

Stericycle Communication Solutions, a leading North American communication services provider, proudly delivers the industry’s most comprehensive patient communications platform, which includes telephone answering, appointment scheduling, automated outreach, and more. By combining a human touch with innovative technology, we create truly best-in-class patient experiences while supporting healthcare organizations’ unique acquisition, engagement, and retention initiatives.



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